

**WHAT IS CLAIMED IS:**

1. A method for retaining and using contact information comprising the steps of:

5 (a) receiving a first item of contact information from one of a plurality of sales reps;

(b) storing the first item of contact information and associating the contact information with a particular entity; and

10 (c) receiving a second item of contact information from one of a plurality of sales reps, wherein the second item of contact information is received after the first item of contact information, wherein the first and second items of contact information are made available to the plurality of sales reps.

2. The method according to claim 1, wherein the first item of contact information is  
15 received through a web site.

3. The method according to claim 1, wherein the first item of contact information is received from a first sales rep and the second item of contact information is received from a second sales rep.

20 4. The method according to claim 3, wherein the first and second items of contact information are sent to a third sales rep.

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5. The method according to claim 1, wherein the entity is a business.

6. The method according to claim 1, wherein the first item of contact information is

5 associated with a sales rep.

7. The method according to claim 1, wherein the first item of contact information is

characterized as having a first quality related to the quality of the contact, and wherein

the second item of contact information is characterized as having a second quality

10 related to the quality of the contact, and wherein the first quality is different than the

second quality.

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8. The method according to claim 1, wherein the method includes the use of a

database and wherein a billing system automatically interacts with the database and

15 provides billing information to the database.

9. The method according to claim 1, wherein reports are generated, including a

follow up list.

20 10. The method according to claim 9, wherein the follow up list is sorted

chronologically.

41 11. The method according to claim 1, wherein sales reps are automatically notified of appointed contacts.

12. A method for retaining and using contact information comprising the steps of:

- 5 (a) receiving a first item of contact information from a first sales rep;
- (b) storing the first item of contact information in a database and associating the contact information with a particular entity; and
- (c) permitting a second sales rep to access the database and retrieve the first item of contact information.

10 13. The method according to claim 12, wherein the first item of contact information is received through a web site.

14. The method according to claim 12, wherein the first item of contact information  
15 is received from a first sales rep and the second item of contact information is received from a second sales rep.

15. The method according to claim 14, wherein the first item of contact information is characterized as having a first quality related to the quality of the contact, and  
20 wherein the second item of contact information is characterized as having a second quality related to the quality of the contact, and wherein the first quality is different than the second quality.

16. The method according to claim 12, wherein the entity is a business.

17. The method according to claim 12, wherein the first item of contact information  
5 is associated with a sales rep.

18. The method according to claim 12, wherein a billing system automatically  
interacts with the database and provides billing information to the database.

19. The method according to claim 12, wherein reports are generated, including a  
10 follow up list.

20. The method according to claim 19, wherein the follow up list is sorted  
chronologically.

21. The method according to claim 12, wherein sales reps are automatically notified  
of appointed contacts.

22. A method of tracking the performance of an employee comprising the steps of:

20 (a) receiving customer contact information related to a customer contact from  
the employee, including information related to the quality of the customer contact;

(b) storing the customer contact information related to the employee for a period of time; and

(c) producing a report for the period of time, the report including at least some of the customer contact information collected for the period of time.

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23. The method according to claim 22, wherein sales reps are automatically notified of appointed contacts.

24. A system for retaining customer contact information comprising:

(a) a interface portion communicating with a plurality of employees and adapted to send and receive information from the plurality of employees; and

(b) a database in communication with the interface portion, the database comprising memory and information in the memory, including information related to a customer, wherein the system permits one of the plurality of employees to store information related to the customer and permits another of the plurality of employees to retrieve information related to the customer.

25. The system according to claim 24, wherein the interface includes a field for receiving the quality of a customer contact.

26. The system according to claim 24, wherein the system communicates with a billing system.